

From: Zafar, Marzia

Sent: 11/11/2011 8:37:59 AM

To: [Redacted]

Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)

Bcc:

Subject: RE: Customer Complaint - [Redacted]

Hi there,

Please give me a call today; I will be in the office all day. [Redacted]

I need to understand why this customer's meter wasn't changed when the discrepancy was pointed; the discrepancy is extremely large at least if you look at their usage for the same period the year prior. I also need their usage for the same period for '09 and '08.

Thanks,

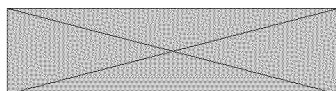
marzia

From: [Redacted]

Sent: Friday, November 11, 2011 12:23 AM

To: Zafar, Marzia

Subject: Re: Customer Complaint - [Redacted]



Dear Marzia,

[Redacted] Attached is a 12 month billing and usage history spreadsheet concerning [Redacted] PG&E account in San Francisco. We are in the process of investigating the account and will provide you with our findings.

Please do not hesitate to contact me if having additional questions. I can be reached at Redacted
Redacted

Sincerely,

Redacted

Sr. Customer Relations Consultant

Pacific Gas and Electric Company

Redacted